

**UNITED STATES DISTRICT AND BANKRUPTCY COURTS
DISTRICT OF IDAHO**



NOTICE OF VACANCY

*The combined United States District and Bankruptcy Courts for the District of Idaho is accepting applications for the position of **PC Support Specialist**. There are four offices within the District of Idaho: Boise (headquarters office), Coeur d'Alene, Moscow, and Pocatello. Assignment of the position is in the Boise headquarters office.*

Announcement Number:	06-07
Position Title:	PC Support Specialist Full-Time Permanent Position (FTP), Excepted Service
Location:	Boise, Idaho
Classification Level:	Court Personnel System (CL- 27, with growth potential to CL -28)
Starting Salary:	\$41,575 plus, depending on experience
Closing Date:	Friday, December 15th, at 5p
Starting Date (Projected):	ASAP

POSITION OVERVIEW:

The combined United States District and Bankruptcy Courts for the District of Idaho invites applications for the position of PC Support Specialist to provide information technology support to the Clerk's Office, Judges and chambers staff, including support for all PC-based data processing and office automation, as well as data and voice telecommunications. The incumbent has first line responsibility for providing technical and end-user support for PC-based systems in a help desk environment.

MINIMUM QUALIFICATIONS:

- a Bachelor's degree in information technology, computer systems operations, network systems administration, computer technology, or similar is preferred
- at least two (2) year's specialized experience, which is defined overall as progressively responsible experience related to the technical aspects of information technology, voice communications and their applications, terminology and methodology, including the accomplishment of computer project assignments that involved systems analysis, design, programming, implementation, integration and management (Note: additional years of specialized experience may be substituted for a degree)
- specific skill and experience working with Microsoft Windows (2000 & higher), Microsoft Office, Lotus Notes, Corel WordPerfect and Adobe Acrobat products in a support capacity to end users possessing varying skill levels and capabilities
- skill and experience providing PC hardware support to system users with varying skill levels and needs
- skill and experience supporting an organization's voice telecommunications operation
- demonstrated experience supporting TCP/IP client configuration in a wide area network, to include DHCP and DNS settings.

DESIRABLE QUALIFICATIONS:

- proficiency supporting MS Windows in an active directory environment
- experience supporting Citrix metaframe for remote access
- knowledge of Cisco VPN client software
- demonstrated verbal communications skills providing telephone support for a highly mobile workforce
- skill and experience with Unix Shell scripting and Perl programming in a Linux Red Hat server environment
- Microsoft Office Specialist, MCDST and A+ certifications

BENEFITS:

A generous benefits package is available and includes the following:

- Ten (10) paid federal holidays
- Paid annual and sick leave
- Retirement benefits under the Federal Employees Retirement System (FERS)
- Health benefits under the Federal Employees' Health Benefits Program (FEHB)
- Supplemental Dental and Vision Benefits offered through Federal Employees Vision and Dental Plan (FEDVIP)
- Life insurance benefits under the Federal Employees' Group Life Insurance Program (FGLI)
- Flexible Benefits Program
- Federal Employees' Group Long Term Disability Program (FGLTD)
- Long Term Care Insurance through the Federal Judiciary or the Office of Personnel Management (OPM)

APPLICATION PROCESS:

Qualified applicants should send a **letter of interest, current resume, references, AND a completed**

AO-78, Application for Federal Employment form* by Friday December 15th at 5p to:

**Susan Mohr, Human Resources Director
United States Courts, District of Idaho
550 West Fort St.
Boise, ID 83724**

NO FAXES PLEASE

*Application forms (AO-78) are available on our website in fillable format at www.id.uscourts.gov, or at any of our office locations. **Please print or type all information and sign all required pages.**

Only qualified applicants will be considered for this position. Applicants selected for interviews must travel at their own expense and relocation expenses will not be reimbursed.

As a condition of employment, all new employees are subject to a background check or investigation which includes an FBI fingerprint check, and retention depends upon a favorable suitability determination. The Federal Financial Management Reform Act requires direct deposit of federal wages.

The Court requires employees to adhere to a Code of Ethics and Conduct which is available to applicants for review upon request. Employees of the United States Courts are NOT included in the government's Civil Service classification. They are, however, entitled to the same benefits as other federal government employees.

Due to the expected high volume of applicants for this position, the U.S. Courts for the District of Idaho will only make contact with those qualified applicants who will be invited for an interview.

**THE UNITED STATES COURTS FOR THE DISTRICT OF IDAHO
IS AN EQUAL OPPORTUNITY EMPLOYER**

United States District and Bankruptcy Court
District of Idaho

Position Description
PC Support Specialist
CL-27

INTRODUCTION:

This position is located at the United States District and Bankruptcy Courts for the District of Idaho, in the headquarters office in Boise. The incumbent provides information technology support to the Clerk's Office, Judges and chambers staff, including support for all PC-based data processing and office automation, as well as data and voice telecommunications. The incumbent has first line responsibility for providing technical and end-user support for PC-based systems in a help desk environment.

REPRESENTATIVE DUTIES:

Provides first line support to the Court's Help Desk, providing registration, technical and substantive support for all Court supported applications and PC based systems. Responds to inquiries regarding systems operation and diagnoses system hardware, software and operator problems. Registers new users, creates accounts, and installs and configures personal computers for new employees.

Adheres to and ensures adequate and consistent security protocols are followed in accordance with Federal Judiciary and accepted industry standards.

Evaluates, tests, and implements new operating systems, off-the-shelf software, and workstation hardware.

Installs or assists in the installation and evaluation of new or revised releases of national, local and commercial systems and applications. Ensures the court is in compliance with commercial software license agreements.

Installs and maintains automation software and applications at the desktop level.

Completes specific network administration tasks as needed in the course of user support, such as new user setup, user account administration, print queue administration, and file management.

Trains end users on the use of software products.

Provides first line support for technical assistance regarding the Case Management/Electronic Case Filing (CM/ECF) System.

Maintains contact with other court automation personnel at different locations and levels for the purpose of staying knowledgeable of developments, techniques and user programs.

Serves as the Court's telecommunications coordinator, handling all voice communications and phone line inventories including but not limited to the following:

- Troubleshoots and orders repairs on telephones, voice mail and telephone switches.
- Assists users with training of telephone features and voice mail features.
- Monitors usage of voice telecommunications resources in order to control costs.
- Maintains inventory of all voice grade phone lines, telephone equipment and voice messaging systems.
- Advises Systems Manager and Court Unit Executive on voice requirements.
- Coordinates with Administrative Office regarding long distance Voice communications needs.
- Evaluates Cell phone statements to monitor usage and ensure appropriate plans are in use.

Performs other duties as assigned by the Information Systems Manager.

FACTOR 1, JOB REQUIREMENTS:

Knowledge of the functions, processes and methods of the court unit in order to be able to advise on how to develop systems to automate tasks and projects. Knowledge of programming languages and batch file development an asset. Skill in advising non-automation personnel in automation techniques and processes. Demonstrated ability to implement, operate, and document data automation system(s) for which system(s) analysis, system(s) integration and consideration of hardware and software are a part of the experience.

FACTOR 2, SCOPE AND EFFECT OF WORK:

Whether the systems used in the court unit are national or local, they are the basic record/reference system for the court's mission. They impact directly on most employees' work, and the systems keep the work moving through the court. System failure/shut down for an extended period would cause major disruption of the court's mission. Incumbent's actions help keep the systems operating with a minimum of disruption.

FACTOR 3, COMPLEXITY:

There is a variety of hardware and software, with many features or parts that can fail. Incumbent must apply technical skills to anticipate and resolve problems, often without full information. The incumbent must use judgment in determining the most efficient and practical approach to be taken. Defining relationships, sequences and responsibilities in order to automate a process or change an already automated process is often complex. Technology is fast-paced and the incumbent must remain current in the field in order to make sound recommendations regarding the systems, equipment and software.

FACTOR 4, WORK PARAMETERS:

Generally the incumbent has considerable latitude in planning and executing work. The division manager provides supervision. The incumbent consults for assistance and advice with automation personnel trained in the national systems, such as the AO, national training centers and vendors. Because this position is the primary Help Desk contact, the incumbent will need to be available electronically during court hours of operation.

FACTOR 5, PERSONAL INTERACTIONS:

Incumbent works on a daily basis with a number of people, mainly within the district, who are automation users. The purpose is to ensure that systems are up and are performing as they are supposed to perform. Similarly, the incumbent continually discusses changes, additions or deletions of the system(s) with supervisors and managers. Conversations may include advice, recommendations on acquisitions, and help with technical problems. Also, the incumbent maintains contacts with court automation function specialists who are located at the AO, training centers, the circuit executive's office, other district automation staff, and with private vendors.

FACTOR 6, ENVIRONMENTAL DEMANDS:

Work is performed in an office setting. Some physical effort may be involved in moving, connecting or troubleshooting equipment. Some work may be required in a noisy and cold ADP facility. On rare occasion, travel to other court offices within district is required.